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## Letter to Customers

January 10, 2022

### Re: Phishing Emails

We have been informed that a number of our customers have received phishing emails from scammers pretending to work for Resolute Forest Products.

We take information security very seriously and ask that you also be vigilant in order to prevent fraud and to help protect our common interests.

Here are a few precautions to take:

- Confirm the sender's identity before replying to email requests and before opening attachments or clicking on links, even if they appear to come from a legitimate source.
- Consult your Information Technology department about any phishing attempts.
- Call us to validate communications originating from Resolute. Here is an example of a fraudulent email request. (Note the misspelling of Resolute in the email addresses.)

**From:** Moira Wilson [<mailto:mwilson@resolutfep.com>]  
**Sent:** Wednesday, November 08, 2017 4:36 PM  
**To:**  
**Cc:** [john.sheldon@resolutfep.com](mailto:john.sheldon@resolutfep.com); [ana.bautista@resolutfep.com](mailto:ana.bautista@resolutfep.com); [invoicing@resolutfep.com](mailto:invoicing@resolutfep.com)  
**Subject:** Re: Order 10082399 revised invoice attached

### PAYMENT INSTRUCTION

Dear Sirs

Kindly note that our Bank Account Details with Wellsfargo Bank is now use for LC payment only, any payment via T/T will not be clared by our bank. Please find below our New T/T bank details for payment .

BENEFICIARY NAME: RESOLUTE FP CANADA INC

BANK: BARCLAYS BANK

SWIFT: BARCGB22

IBAN: GB27BARC20086490070831

Name of signatory
RESOLUTE FP CANADA INC
Place and date of issue
MONTREAL, QC, CANADA 08/06/2017
Signature



**resolute**

Forest Products

If you have any questions or concerns, please contact your Resolute sales or customer service representative. Thank you for your vigilance.

Yours truly,

John Lafave  
Senior Vice President  
Pulp and Paper Sales and Marketing

Hugues Simon  
President  
Wood Products